



23rd December 2025

AIB rolls out new technology in branches to support customers

- New Cash and Cheque Lodgement machines part of wider investment in Ireland's largest branch network
- €40m programme of investment demonstrates AIB's commitment to sustainable communities

AIB is continuing a major investment in its 170 strong branch network, the largest in Ireland, with the rollout of 60 new Cash and Cheque Lodgement (CCL) machines. This is part of a €40m strategic investment by AIB in 127 branches across the country.

The new CCL machines will support customers to carry out their banking in a way that is convenient to them. The machines allow customers to lodge and withdraw money in a simple and efficient way, with a withdrawal limit of €1,500. And of course, customers can still choose to transact at the counter, where our colleagues are ready to provide support. The new CCL machines will be available in 60 locations across Ireland including Dublin, Kildare, Kerry, Louth, Tipperary, Cavan, Kilkenny, Wexford, Waterford and Cork, over the coming weeks.

In addition, the limit on the amount of cash that can be withdrawn at an AIB ATM has been increased from €600 to €1,000, to further support customers and communities with access to their cash when they need it.

The €40m programme of investment included upgrades to 127 branches, with 35 undergoing full refurbishments, delivering modern banking halls, clear interaction spaces and enhanced privacy for customers. It also supported AIB's sustainability goals, reducing operational carbon emissions by an estimated 10%.

Accessibility

As part of our commitment to making our branches and services as accessible as possible for all our customers, AIB has also upgraded all ATM and CCL machines, to provide increased functionality for people who are visually impaired. These machines now offer voice guidance support for cash withdrawals, balance queries, mini statements and PIN services. All customers need to do is simply insert their headphones into the device to avail of this service.

Earlier this year, AIB was announced as the first Irish bank to receive Autism Friendly Accreditation from AsIAM in all 170 branches, to ensure they are as accessible and inclusive as possible for Autistic people.

AIB has also made language interpretation and translation services available for its new and existing 3.4 million customers in branches across the country, supporting customers who may have challenges communicating in English, particularly when it comes to their banking needs, to make financial life easier for them in Ireland. The service has now been used almost 2,000 times across 43 different languages.

Speaking about the investment programme, **AIB's Managing Director, Retail Banking, Geraldine Casey** said "Our branches remain at the very heart of 170 local communities across Ireland. These branches are vital hubs where relationships are built, advice is personalised, and support is offered to individuals and businesses alike. AIB's €40m investment programme ensures that our customers have access to modern, accessible and welcoming spaces and demonstrates AIB's commitment to maintain of our nationwide branch presence including our range of cash services.

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Media enquiries: paddy.x.mcdonnell@aib.ie, 087 739 0743

Photo caption: AIB has announced a significant investment in its 170 strong branch network, the largest in Ireland, with the rollout of 60 new Cash and Cheque Lodgement (CCL) machines. The announcement is part of a €40m strategic investment by AIB in branches and communities across the country. Pictured at the newly refurbished branch in Tallaght, Dublin is AIB's Managing Director, Retail Banking, Geraldine Casey and customer Eric Rochford.

Notes to Editor

Branch Refurbishments

127 branches have undergone upgrade works, including 35 branch refurbishments in Clifden, Dunmanway, Ennistymon, Killarney, Killorglin, Letterkenny, Millstreet, Tallaght, Tubbercurry, Tullow, Abbeyfeale, Athy, Ballinamore, Ballinrobe, Buncrana, Cahir, Caherciveen, Carndonagh, Carrick-on-Suir, Cashel, Castleblayney, Castletownbere, Cobh, Dundrum Town Centre, Dingle, Edenderry, Kenmare, Killaloe, Killybegs, Kilmallock, Lismore, Rathdowney, Spiddal, Western Road (Cork), Youghal.